



# CITY of LAS VEGAS

Department of Human Resources

**OPEN (Job Code 0979524090)**  
**SENIOR TECHNICAL SYSTEMS ANALYST (Neighborhood Services)**  
**APPROXIMATE MONTHLY STARTING SALARY: \$5,593**

**OPENING DATE: September 23, 2009 at 8 a.m.**  
**FILING DEADLINE: Open Until Filled**

**LAS VEGAS CITY COUNCIL**  
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**DIRECTOR OF HUMAN RESOURCES**  
F. CLAUDETTE ENUS

*(Please attach a copy of your **EMPLOYMENT ADDENDUM, SUPPLEMENTAL ASSESSMENT, and any required license(s), certificate(s) and/or degree to your application**)*

**For a college or university degree earned outside of the United States please attach certification indicating your degree is equivalent to a degree earned at a regionally accredited U.S. institution.**

We are currently recruiting for the position of Senior Technical Systems Analyst (Neighborhood Services). The purpose of this recruitment effort is to establish an eligible list for future job openings. **INCOMPLETE, OUTDATED, UNDATED OR UNSIGNED APPLICATIONS WILL NOT BE PROCESSED.**

**MINIMUM QUALIFICATIONS:** Unless otherwise noted, minimum requirements must be met at the time of application filing. Bachelor's degree from an accredited college or university with major in computer science, information systems, public administration, business administration or a field related to the area of assignment. A combination of formal education and directly related work experience may substitute for the degree. Three years of recent, increasingly responsible experience in systems analysis and programming within the last five years. Experience within the area of assignment may be substituted for up to one year of systems analysis and programming experience.

**LICENSE AND CERTIFICATE:** Possession of a certification in databases, an operating system or software application applicable to the area of assignment is desirable. When assigned to Detention & Enforcement: Possession of a Terminal Agency Coordinator certification issued by the State of Nevada Public Safety Division within six months of the date of appointment, and maintenance thereafter.

**EXAMINATION PROCEDURES:** A civil service examination will be conducted in accordance with the Civil Service Rules of the city of Las Vegas. **CURRENT** City of Las Vegas application forms must be obtained between 8 a.m. and 5 p.m., Monday through Friday on the Second Floor of City Hall, 400 Stewart Avenue and must be received in the Department of Human Resources by the filing deadline. The supplemental assessment is the examination and must be worked on individually by the applicant only. Falsification of information may result in disqualification from a recruitment or removal from a City position. Additional information will not be accepted after the closing date. ***The Training and Experience supplemental assessment of all qualified applicants will be reviewed for placement on an eligible list.***

**SELECTION PROCESS:** Final candidate selection will include list placement and may include hiring interview (if applicable). "Any individual offered employment will be required to pass a pre-employment hair drug test, complete background check, ***and may be required to demonstrate the ability to perform the physical requirements of the job.***" Some positions may require preliminary background checks.

Duties may include, but are not limited to the following:

**ESSENTIAL FUNCTIONS:** Review and identify the work unit's information system needs and make recommendations for program design, development, purchase, implementation and modification. Plan, lead, oversee and participate in the development, design, modification, upgrade, testing, troubleshooting, implementation and maintenance of department specific and enterprise applications including workflow configuration design and recommendations for all software used by department. Plan, oversee and lead the development, design, modification, upgrade, testing, troubleshooting, modification, implementation, maintenance, and upgrade of all software, interfaces, triggers, procedures or other customized efforts used in conjunction with departmental software such as mobile solutions, electronic document management systems, records management systems, financial systems, GIS systems, web applications, IVR grants management solutions, and all other software used by the department. Administer and support current and future specialized systems such as hosted databases, performance plus, electronic plan review and other software as identified by the department and the city. Make initial assessment of application problems with all systems used by the department and resolve them in cooperation with the vendor, project teams and outside agencies as needed; resolve functional problems that users are experiencing; research and correct data entry errors made by users. Develop, prepare and run reports, views and table joins using a variety of tools including online reporting tools, Crystal X or higher, Oracle Developer and Oracle Discoverer to provide useful data at the request of department and city management and as required by governing agencies and other authorities. Recommend additional reports based on knowledge of system capabilities and department needs; review and analyze reports and report issues to management. Collaborate with staff from Information Technologies, Project Management, department management and various teams to maintain and monitor system environments and provide application and terminal support to users; provide in-depth analysis and recommendations for operational enhancements to systems; configure application parameters; coordinate change control management activities in conformance with accepted

**SEE REVERSE SIDE FOR MORE INFORMATION**

## SENIOR TECHNICAL SYSTEMS ANALYST

(Neighborhood Services)

Job Code Ø979524Ø90

**ESSENTIAL FUNCTIONS (Continued):** practices; ensure data is protected in accordance with security guidelines. Perform database analysis to determine the most effective file structure; develop and implement new and improved database structures; monitor database performance. Assess and recommend system modifications and enhancements to accommodate changes in business practices and newly identified needs; coordinate implementation with appropriate staff. Design, develop and implement the integration of computer-based solutions with existing internal and external systems; provide recommendations on various integration and interfacing systems to optimize efficiency; lead and coordinate integration initiatives. Conduct special studies and research into software and hardware products; recommend best product for the work unit's needs and budget. Document system requirements and testing results. Train staff on automation projects and proper application of equipment and software. Provide first-line support to all users of the systems, including setup and administration of user accounts; conduct regular site visits to assist users; schedule and facilitate periodic user group meetings to discuss issues and solutions. Coordinate and facilitate meetings with users concerning proposed and current business processes. Coordinate maintenance and repair of equipment with the Information Technologies Department. Serve as technology liaison between the work unit, outside agencies and service and product vendors; work with the Information Technologies Department and outside agencies to provide for the technology needs of the work unit; keep work unit staff apprised of the status of all technology systems projects; review cost estimates and make recommendations on appropriate software and hardware purchases. May lead, assign and review the work of staff responsible for providing specialized programming, systems analysis and technical support within the assigned work unit. Assist staff to solve system problems; recommend modifications as appropriate. Participate in the development and coordination of the work unit budget. Establish and update the department's information systems policies and procedures; ensure compliance with established data quality standards and procedures and records retention schedules; secure access to records. Respond to inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner. **When assigned to Neighborhood Services:** plan, lead, oversee and participate in the development, design, modification, upgrade, testing, troubleshooting, implementation and maintenance of the Hansen application including workflow for all modules with the land management permit templates and customer service modules, Geo-results mobile application, mobile inspector application, interfaces, procedures, triggers, electronic document management systems, web development initiatives, grants management software, GIS, and other initiatives as identified by the Department.

### **You will be evaluated on your:**

**Knowledge of:** Advanced principles and techniques of computer programming, on-line programming and programming documentation. Advanced concepts, principles and practices of modern computer science or information systems. Advanced computer coding and testing techniques and methodologies. Intermediate knowledge of programming languages, such as VisualBasic, HTML, ASP, or SQL. One or more on-line report writing applications, such as Crystal Reports X or higher, Oracle Reports, Discoverer or Microsoft Access. Principles and practices of database design and administration. Oracle or SQL Database structure sufficient to allow the creation of database tables and the design of relational databases. Research techniques and data analysis. Basic principles of budgeting and accounting. Principles and techniques of lead supervision.

**Ability to:** Learn the unique needs and computer hardware and applications of the assigned work unit. Explain complex technical systems in clear and simple terms understandable to non-technical staff. Use initiative and independent judgment within established guidelines. Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures. Analyze problems, identify alternative solutions, project consequences of proposed actions, recommend best options and implement approved solution in support of goals. Establish and maintain close and positive working relationships and open lines of communication with applicable city staff in other departments, external agencies and vendors to ensure the smooth functioning of the systems. Learn business and operations of assigned work unit to the extent necessary to perform essential functions, enhance system value and achieve established goals. Communicate effectively with assigned work unit staff and management and outside agencies. Communicate clearly and concisely, both orally and in writing. Establish and maintain effective working relationships with those contacted in the course of work. Maintain mental capacity, which allows the capability of: making sound decisions; effective interaction and communication with others; and demonstrating intellectual capabilities. Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following: standing or sitting for extended periods of time; and operating assigned equipment and vehicles. Maintain effective audio-visual discrimination and perception needed for: making observations; communicating with others; reading and writing; and operating assigned equipment.

You will be notified of your placement on the eligible list after the examination process is completed. The eligible list will remain in effect for a period of 6 months from the date of certification and may be extended for a period of up to 2 years. **To be considered for Veteran's preference points, a copy of the DD-214 (specifying character of service) must be submitted with the employment application prior to the final filing date. Persons with disabilities may request a copy of this announcement in an alternative format or make necessary testing arrangements through the Personnel Services Division at (702) 229-6315.**

**CITY OF LAS VEGAS**

**SENIOR TECHNICAL SYSTEMS ANALYST (NEIGHBORHOOD SERVICES)**

**EMPLOYMENT APPLICATION ADDENDUM  
(Required with City application)**

**DIRECTIONS TO APPLICANT:**

The City of Las Vegas Department of Human Resources appreciates your interest in this position. To better assist us with our evaluation process, we are requiring a completed City application **AND** the completion of this employment application addendum. **Please be thorough.**

Civil Service Rules require the completion of the application in its entirety. You may attach a copy of your resume, but it is your application **AND** this employment application addendum that will be used to determine your qualifications, not the resume.

The completed application AND employment application addendum are the tools by which we will evaluate your education and work experience, as it relates to the minimum qualifications for this position. We will be unable to give you further consideration if any part of the application or employment application addendum is incomplete. We appreciate your cooperation in assisting us with this process.

**PLEASE NOTE: Falsification of any information on your application and employment application addendum will be grounds for immediate disqualification for consideration and/or termination from employment.**

***I certify under penalty of perjury that all statements and answers contained on this application questionnaire are true.***

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*Signature*

**Name (Please Print):** \_\_\_\_\_

**Social Security Number:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

*The minimum qualifications for this position requires a Bachelor's degree from an accredited college or university with a major in computer science, information systems, public administration business administration, or a field related to the area of assignment. A combination of formal education and directly related work experience may substitute for the degree.*

**2. If you have a "related degree" please describe below how your degree is related to the essential functions for this position as outlined on the job announcement. Continue on an attached sheet of paper if necessary.**

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☐ Check here if additional sheet is attached.

Experience working in Neighborhood Services or Detention and Enforcement: ☐ YES ☐ NO  
If yes, amount of experience: \_\_\_\_\_ years, \_\_\_\_\_ months.

*Please indicate your years experience performing the tasks below. You must also describe the details of this experience on your employment application. Failure to provide this information on the application may delay processing or disqualify your application. **This experience must be associated with computer systems analysis and programming.***

Employer:				
Dates of Employment From: _____ To: _____		Supervisor who can verify this information:		
<b>Task</b>		<b>Years*</b>	<b>Months*</b>	<b>% of Time</b>
Performing computer programming functions including coding, testing, and maintaining systems.				
Performing computer system design including designing screens and programs.				
Writing and testing new computer applications and systems.				
Modify program applications using various tools such as SQL, Oracle, Crystal Reports, Discoverer, etc.				
Define program requirements by performing analysis of existing systems and procedures.				
Modify, test, and troubleshoot existing computer programs.				
Identify, evaluate and analyze problems and make modifications to systems and individual programs.				
Prepare documentation for new systems and changes to existing programs, including system program and user guides.				
Perform database analysis to determine the most effective database file structure designs.				
Develop and implement new and improved database file structures.				
Assist in/train users in the use of new or modified computer applications and procedures.				
Prepare test data for use in testing various programs on computer system.				
Compile and edit programs or adjust programs as necessary.				
Provide technical and functional direction to lower level staff.				

**\*Only indicate the years and months of experience you have performing each task for the employer. The number of years and months performing the tasks could be less than your time with the employer.**



City of Las Vegas

Senior Technical Systems Analyst

Training and Experience  
Supplemental Assessment  
(Required)

DIRECTIONS TO APPLICANT:

The City of Las Vegas Department of Human Resources appreciates your interest in this position. To better assist us with our testing process, we are requiring the completion of this Training & Experience supplemental assessment to be submitted with your City application. Civil Service Rules require the completion of the application in its entirety. **You may attach a copy of your resume, but it is your application that will be used to determine your qualifications. Please be thorough.**

This assessment will be used to determine your placement on the eligibility list(s) for consideration for this position if you meet the minimum requirements specified on the job announcement. We will be unable to give you further consideration if any part of the application or Training and Experience supplemental assessment form is incomplete. You may include additional sheets of paper if necessary. We appreciate your cooperation in assisting us with this process.

**PLEASE NOTE: Falsification of any information on this assessment will be grounds for immediate disqualification for consideration and/or termination from employment.**

**I certify under penalty of perjury that all statements and answers contained on this assessment are true.**

\_\_\_\_\_  
*Signature*

**NAME:** \_\_\_\_\_  
Please print

**Social Security Number:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**1. Which of the following statements best describes your education, training, and experience with configuring/administrating client server applications or relational databases?**

*You must also include this experience on your employment application.*

- ☐ I have education or training, but have not yet performed these duties on the job.
- ☐ I have primary responsibility experience in the configuration and administrating of client server application or relational databases within the last 5 years.
- ☐ I have experience as a team member working on client server or relational databases within the last five years.
- ☐ I have experience, education and training with flatline databases, but not with client server applications or relational databases.
- ☐ I have primary responsibility experience the configuring client server applications or relational databases with the last 5 years, but not with the administration of the database after configuration.

**2. Which of the following statements best describe your ability to explain technical issues in clear, simple terms understandable to non-technical staff at various levels within the organization?**

*You must also include this experience on your employment application.*

- ☐ I have three or more years experience directly communicating technical issues orally to end users, but not management staff.
- ☐ I have three or more years experience directly communicating technical issues orally and in writing to end users, but not management staff.
- ☐ I have three or more years experience reporting technical issues directly to management staff.
- ☐ I have three or more years experience reporting technical issues to all levels of the organization.

**3. Which of the following statements best describes your experience with troubleshooting data/ identifying software (non-hardware) issues?**

*You must also include this experience on your employment application.*

- ☐ I have made software configuration changes to prevent reoccurring issues after a problem has been identified.
- ☐ I have identified data issues that caused software problems but have not been responsible for the resolution of the problem.
- ☐ I have experience troubleshooting software issues, but not data issues.
- ☐ I have identified and resolved software data issues and taken corrective action to prevent the problem from occurring again by performing software data configuration changes.
- ☐ I have training on how to perform software data analysis but have not used this training on the job.

**4. Which of the following statements best reflects your level of work experience in a leadership position where you worked with a team of people?**

*You must also include this experience on your employment application.*

- ☐ I have no experience as in a senior or lead position within the last 5 years.
- ☐ Within the last 5 years I have experience as a member of a team, not in an official lead position, but the quality of my work and productivity lead others to seek my advice on work issues.
- ☐ Within the last 5 years I have held an official lead position where I made work assignments, but also performed some tasks myself. As others completed their assigned tasks, I checked the progress and quality of their work.
- ☐ Within the last 5 years I have held a supervisory position where I assigned work tasks and I checked on the progress and quality of their work.
- ☐ Within the last 5 years I have held a team lead or senior position, but have no experience leading a team.

**5. Which of the following statements best reflects your experience with documentation, configuration, testing, and change control?**

*You must also include this experience on your employment application.*

- ☐ I have experience configuring from requirements documents created by others and testing the configuration, but have no submitter or approver role in the change control process.
- ☐ I have experience documenting requirements and providing these requirements to others to configure and test and I serve as a submitter and approver in the change control process.
- ☐ I have experience documenting requirements, configuration, and testing and serving as submitter and approver in the change control process.
- ☐ I have no experience with documentation, configuration or testing.
- ☐ I have experience directing others to document requirements, configure and test and serve as a submitter and approver in the change control process

**6. Which of the following statements best reflects your experience with documenting and interpreting system requirements?**

*You must also include this experience on your employment application.*

- ☐ I use requirements written by others.
- ☐ I have three or more years of experience documenting requirements for small configuration projects in a single business unit.
- ☐ I have three or more years experience documenting requirements at a multi business unit.
- ☐ I have no experience writing requirements.
- ☐ I have less than three years experience documenting requirements for a multi business unit.
- ☐ I have less than three years experience writing requirements in a single business unit.



**7. Which of the following statements best reflects your experience with code enforcement and inspection process environment?**

*You must also include this experience on your employment application.*

- ☐ I have previously worked in an inspections environment, but have no experience a code enforcement environment
- ☐ I have one or more years of experience working in a code enforcement environment in an administrative or support role.
- ☐ I have one or more years experience working in a code enforcement environment as an inspector.
- ☐ I have no experience in an inspection or code enforcement environment.

**8. Which of the following statements best reflects your experience using troubleshooting tools?**

*You must also include this experience on your employment application.*

- ☐ I have used tools and or reports built into the application designed to aid in troubleshooting such as the forms in the application or review error logs generated.
- ☐ I develop custom reports using reporting tools to identify data and configuration issues as needed.
- ☐ I perform ad/hoc analysis using database tools such as SQL or MS Query to identify issues.
- ☐ The applications I work on are solid and no issues arise to troubleshoot.
- ☐ I have no experience using troubleshooting tools.

**9. Which of the following statements best reflects your experience writing reports?**

*You must also include this experience on your employment application.*

- ☐ I have five or more years experience using a wide variety of reporting writing tools including Crystal Reports version 10 or higher.
- ☐ I have less than 5 years experience using a wide variety of reporting writing tools including Crystal Reports version 10 or higher.
- ☐ I have experience using report writing tools that are provided by a vendor, but no experience with Crystal Reports.
- ☐ I have no experience using report writing tools.

## Practical Experience

List the TOP FIVE applications that you have worked on within the last 5 years, identify the application type, the database type and the description of what best describes your role in the development process.

**RECORD EACH APPLICATION ON A SEPARATE FORM  
YOU MAY REPRODUCE THIS PAGE AS NEEDED**

Application name and use (i.e. permitting, inspection, asset management, financial, etc.)				
Application Type	Software Category	Database	Role & number of years in that role.	
__COTS* __Custom  *COMMERICAL OFF THE SHELF	__Enterprise Business Software  __Business Specific Software  __Geographical Information System Software  __3 <sup>rd</sup> Party or add-in applications (i.e. IVR systems, Mobile Apps, Web Apps)  __Interfaces, API's, Custom Development	__Oracle  __SQL Server  __Flat File  __Mainframe  __Other (identify)	__Administrator	_____ yrs
			__Programmer/Developer	_____ yrs
			__Configuration	_____ yrs
			__Project Manager	_____ yrs
			__User	_____ yrs
			__Analyst	_____ yrs
			__DBA	_____ yrs
			__Report Writing	_____ yrs
			__Support Role	_____ yrs
			__End User	_____ yrs
			__Help Desk (Systems Support)	_____ yrs
			__Held Desk (Application/user support)	_____ yrs
			__Program Manager	_____ yrs
			__Software Administrator	_____ yrs
			__Database Administrator	_____ yrs
__Other (identify)	_____ yrs			